

2016 Defense Health Information Technology Symposium

Patient Portal(s) and Personal Health Record(s): What's the MHS Strategy?



“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”



“Medically Ready Force...Ready Medical Force”

Learning Objectives



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- Explain how patient portals and personal health records contribute to the goals of patient engagement and patient empowerment
- Provide awareness of current portal and personal health record options for our beneficiaries today
- Describe the challenges facing the MHS to transition current capabilities to the desired future state
- Create a sense of urgency to develop a patient portal and personal health record strategy for the MHS
- Disclaimer/Disclosure
 - The opinions expressed by the speakers and panel members are not official policy of the DoD or the VA
 - Disclosures: none

Agenda



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- The case for patient engagement
- Portals and Personal Health Records
 - OnLine Banking and Apps vs. Budgeting
- Current and near term systems
 - TRICARE OnLine
 - MiCare
 - VA's MyHealtheVet
 - MHS GENESIS offerings
- Panel: How to get from here to there?

“Medically Ready Force...Ready Medical Force”



PATIENTS RISING



A low-angle shot of a wooden stool with three legs, set against a bright blue sky with some light clouds. The stool is made of light-colored wood with a visible grain. The top seat is a flat, circular disc. The three legs are thick and taper slightly towards the bottom. The stool is positioned in the center of the frame.

Patient Engagement

**Value-based
payment reform**

**Quality &
Safety**

Asthma Action Plan

Asthma Action Plan (Personalized Asthma Plan)

PERSONAL INFORMATION:

Name: _____
 Address: _____
 Phone: _____
 Email: _____
 Date: _____

THE GREEN ZONE (When you feel like you're in control)

Take your inhaler 2 puffs 4 times a day (or as directed by your doctor).

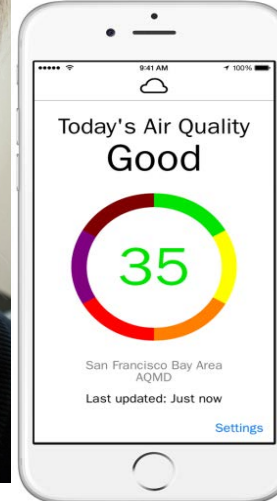
THE YELLOW ZONE (When you start to feel like you're not in control)

Take your inhaler 4 puffs 4 times a day (or as directed by your doctor).

THE RED ZONE (When you feel like you're not in control)

Take your inhaler 8 puffs 4 times a day (or as directed by your doctor).

See the PLAN!



GENOMICS

Our genes can suggest what diseases we *might* be predisposed to, but it's an incomplete picture of human health.



PHENOTYPE

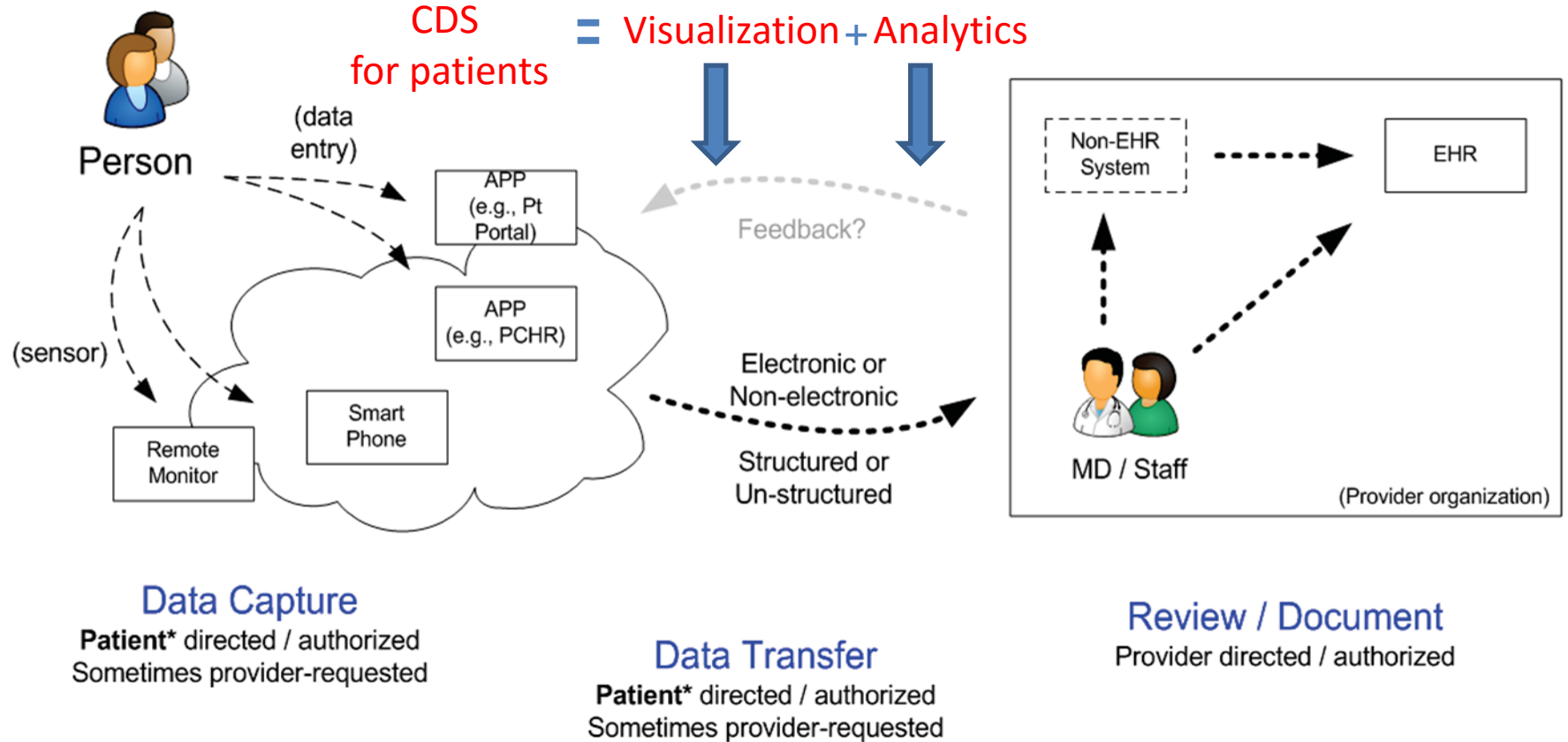
A snapshot of the current state of health that can be used to prevent, diagnose and treat disease or improve health.



LIFESTYLE/ENVIRONMENT

External factors like diet, exercise, medications, microbiota and even where we live influence our metabolic state.

Patient-Generated Health Data FLOW DIAGRAM



OnLine Banking, TurboTax®, and Quicken®

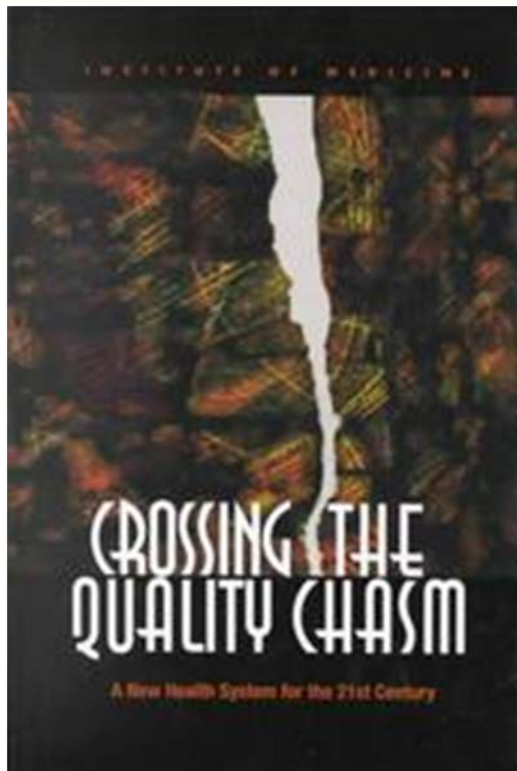


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- Who uses online banking? How many accounts to you have? What can you do with them?
- Who uses an app to perform a financial mission? Does it have access to your financial data?
- Who uses a budgeting system? What data does it use? Can you “Count on [it] to help you manage your money”?
- Portals are access to YOUR data that THEY hold. Apps do work with the data. Budget systems need a whole picture: that’s the PHR.

Personal Health Records (PHRs)



- More comprehensive records
- Access to trusted health education
- Convenient electronic services
- Patient engagement and activation
- Patient safety
- Self management/self care
- Medication reconciliation
- Wellness reminders
- Decision support
- Enhanced communication
- Patient and provider partnerships

Current and Future Tools



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MyHealthVet - Internet Explorer

https://www.myhealth.va.gov/https-portal/web/home

VA Home

My healthvet

HOME PERSONAL INFORMATION PHARMACY RESEARCH HEALTH GET CARE TRACK HEALTH MY COMMUNITY

In the Spotlight

June is PTSD Awareness Month: Know Your Treatment Options

PTSD Treatment: Know Your Options

June is PTSD Awareness Month. No matter how much you know about PTSD, learn. **PTSD Treatment: Know Your Options** is a short animated YouTube video that explains PTSD and medication options that are proven to treat PTSD. Life can get better. There are many other options available, and VA is here to help.

Stay Safe in the Summer Heat

Million Veteran Program: Veterans Giving Back

MiCARE

Head is the number one weather-related health issue for most veterans. Heat, and most summers include it, can affect the body, and what are the summer heat? Read More.

MiCARE Login

Enter your user name and password.

User Name:

Password:

☐ Remember me.

Don't have a MiCARE Account? Sign up is easy.

Copyright 2008-2009 | privacy policy

Partnership for Defense Health

Dashboard | ERICA SMITH | Sign Out

Health Record Messaging View Appointments Request Appointment Book Appointment FAQs

Complete Pre-Visit Questionnaire View My Immunizations

Complete e-Visit Questionnaire My Health Knowledge Search

DEPARTMENT OF DEFENSE MHS GENESIS

ERICA SMITH Change person

Allergies

Prescriptions

Latest Results

Temperature Oral 37 Deg C

May 19, 2016

Respiratory Rate 18 breaths

May 19, 2016

Diastolic Blood Pressure 80 mmHg

May 19, 2016

Systolic Blood Pressure 120 mmHg

May 19, 2016

Respiratory Rate 16 breaths

ARMY MEDICINE

The Military Health System - MHS GENESIS health and engagement tools. With the MHS and take a more active role in their health. Where and how they need it most.

- View lab results within a timely manner
- Review medications list, allergies, immunizations
- View and manage future appointment
- Send and receive secure messages
- Request medication renewals
- View summaries of their visits

TRICARE Online

Welcome to TRICARE Online!

Access appointments, prescription refill, Blue Button, and other health care information for TRICARE beneficiaries who receive care at a military hospital or clinic.

By clicking Log In, you agree to the DoD Consent stated below.

TRICARE Online Announcements

Please include your contact information when submitting feedback.

Log out, Jennifer

"Medically Ready For

TRICARE OnLine



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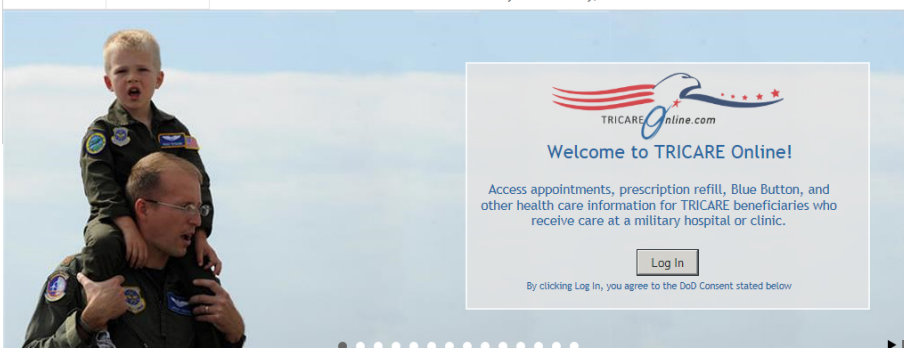
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Welcome to TRICARE Online - Internet Explorer

https://www.tricareonline.com/portal/page/portal/Tricar

File Edit View Favorites Tools Help

About TOL Contact Us Today's Date: Friday, 24 Jun 2016



TRICAREonline.com

Welcome to TRICARE Online!


Access appointments, prescription refill, Blue Button, and other health care information for TRICARE beneficiaries who receive care at a military hospital or clinic.

Log In

By clicking Log In, you agree to the DoD Consent stated below

Visit tricare.mil for information on

- Eligibility
- TRICARE
- Costs
- Plans
- Enrollment



TRICARE Online Announcements

Please include your contact information when submitting feedback.

[Here's a tip for fast, easy, and secure access to TRICARE Online](#)

[Watch video to see how to navigate TRICARE Online](#)

[Watch video to see how to make an appointment](#)

[Watch video to see how TRICARE Online provides quick, easy health care access](#)

Warning Notice and Consent to Monitor

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS you consent to the following conditions:

- The USG routinely monitors communications occurring on this IS, and any device attached to this IS, for purposes including, but not limited to, penetration testing, COMSEC monitoring, network defense, quality control, and employee misconduct, law enforcement, and counterintelligence investigations.
- At any time, the USG may inspect and/or seize data stored on this IS and any device attached to this IS.
- Communications occurring on or data stored on this IS, or any device attached to this IS, are not private. They are subject to routine monitoring and search.

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TOL Main Capabilities



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- **Appointment Center** - Real time MTF appointment scheduling and canceling for you and your authorized family members
 - View/print future appointments
 - Receive text and email appointment reminders
- **Blue Button** - View, Download, or Print your DoD and VA personal health data
 - Outpatient Medication Profile, Allergy Profile, Outpatient Problem Lists, Outpatient Encounters, Laboratory Results, Radiology Reports, Vital Signs, and Immunizations
 - Child(ren) under 12 yrs. Immunization data available to parents
- **Rx Refill** - Refill MTF prescriptions for you and your authorized family members
 - Include notifications and view/refill current prescriptions
 - Pharmacy Administration capability to customize messages and display of pharmacy information (e.g. hours of operation)

Have You Seen TOL Lately?

Recent TOL Improvements

- Streamlined Access w/new Look, Feel, and Performance
- Appointment Center Enhancements
 - Single Account for Family Member Booking
 - Appointment Reminders – Text and Email
 - Appointment Cancellations – TOL and MTF
 - Ability to book more than 2 concurrent appointments at a
 - View past and future appointments
 - Streamlined Appointment Visit Reasons from 24 to 7
- Blue Button
- Prescription (Rx) Refill Enhancements
 - Active Rx numbers available to select for refill
 - Rx pick notifications – Text and Email
- Metrics Module
- Resource Center - Consolidated access to TRICARE information and services
- Interactive Customer Evaluation (ICE) for feedback w/recommendations routinely made!
- Access Separations Health Assessments assistance
- Links to Nurse Advice Line (NAL), Secure Messaging, and other frequently visited sites



- **Mobile Computing**
 - App like design for mobile computing
 - Incremental releases beginning with Appointing

- **Blue Button Expansion**
 - Expand viewing of Child(ren) under 12 yrs to all data categories
 - Include Civilian partner information as part of the Virtual Lifetime Enterprise Record (VLER) improvements

MiCare- Madigan PHR System



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MiCare Login - Internet Explorer

http://www.micare.va.gov/Portal/Login.aspx

File Edit View Favorites Tools Help

Already use MiCare? [[Sign In](#)] [[Help](#)] [[Getting Started](#)]

MiCare

[Home](#) | [Partners](#) | [FAQ](#) | [Education](#) | [Contact Us](#)

MiCare Login

Enter your user name and password.

User Name:

[Forgot your User Name?](#)

Password:

[Forgot your Password?](#)

☐ Remember me.

Don't have a MiCare Account?
Signing up is easy.

[Sign Up](#)

Copyright 2008-2009 | [privacy policy](#)

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MiCare PHR System Mechanics



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- Establish beneficiary ID, register in PHR (HealthVault)
- Register beneficiary and provide instructions for accessing
 - <http://www.micare.us/>
- Match patient in BHIE framework and indicate which PHR to feed information
- Assist beneficiary in registering dependents as requested
- CAC registration for service members
- Clinical information:
 - Allergies, active medications, immunizations, labs, rad results, appointments, inpatient/outpatient notes

How does it work? Why join?



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- Requires Microsoft HealthVault account
- For feed from military records an ID card check
- Active Duty can join with their CAC card
- You can stop the feed at anytime
- Privacy/Sharing

Path to Deployment



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- MiCARE approved by the ASD(HA) in 2009
 - Memoranda of Agreement signed by OPM, MHS, MEDCOM with Microsoft and Google APR 2009
 - Interfaces and testing complete May 2009
- Marketing to Beneficiaries
 - Speaking at Family Readiness Groups, Line Command Meetings, Retiree Health Fair
 - Booths at the hospital and military Post Exchange
 - Article in the Installation newspaper
 - Local radio talk show sessions during their dedicated military program
- Initial enrollment was 500, has since grown to 12,347
- Over a thousand hits a month on the site
- Beneficiary feedback has been very positive, the most enjoy: discreet ability to share data, the speed of obtaining copies of health information, and the ability to manage access such as medical power of attorney/surrogate use

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VA's MyHealthVet



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My HealthVet - Internet Explorer

https://www.myhealth.va.gov/mhv-portal-web/anonymous

File Edit View Favorites Tools Help

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home


My healthvet

VA Facility Locator About MHV RSS Feeds Help FAQs Contact MHV Search My HealthVet

HOME PERSONAL INFORMATION PHARMACY RESEARCH HEALTH GET CARE TRACK HEALTH MHV COMMUNITY

In the Spotlight


June is PTSD Awareness Month: Know Your Treatment Options

 **PTSD Treatment: Know Your Options**

June is PTSD Awareness Month. No matter how much you know about PTSD, there is always more to learn. [PTSD Treatment: Know Your Options](#) is a short animated Youtube.com video describing talk therapies and medication options that are proven to treat PTSD.


Life can get better. There are many other options available, and VA is here to help. [Watch the video.](#)

Stay Safe in the Summer Heat


 As we welcome the month of June, we also welcome summer weather. While the warm weather brings plenty of outdoor activities, it is also important to know how to stay safe in the heat.


Heat is the number one weather-related killer. More than 1,500 people in the United States fall victim each year from too much heat, and most summers include heat waves. So how does heat affect the body, and what are the best ways to stay safe during the summer heat? [Read More.](#)


Million Veteran Program: Veterans Giving Back


 What do nearly 500,000 Veterans have in common besides their military service? They have chosen to serve again. This time their mission is to help transform health care for Veterans and all Americans. How? By joining the Million Veteran Program (MVP). Thanks to them, MVP has established one of the world's largest research resources with genetic, military, lifestyle, and health information. Researchers are getting closer to answering important questions about how illnesses and injuries vary among Veterans. These answers could lead to improved health care. Maybe you've already participated? We thank you for continuing to give back. Interested in learning more? Visit the [Million Veteran Program](#) for more information.


Blue Button

 [Blue Button](#)

 [Prescription Refill](#)

 [healthliving assessment](#)

 [Vitals & Readings](#)

 [VA Appointments](#)

Member Login

User ID:

Password:

[Login](#)

[Forgot User ID? Forgot Password? First time My HealthVet user? Register today!](#)

[REGISTER](#)

Quick Links

- [eBenefits](#)
- [Hearing Aid Batteries \(eBenefits\)](#)
- [Flu Shots for Veterans](#)
- [VA Mental Health Services](#)
- [My HealthVet Account Types](#)
- [Authentication](#)
- [How to Use My HealthVet](#)
- [VA Dental Insurance](#)
- [Most Requested Forms](#)
- [Veterans Health Library](#)
- [Women Veterans Health](#)
- [Mobile Apps](#)

Subscribe to Receive My HealthVet Updates

Email Address: [Signup](#)

Blue Button Download My Data

The Blue Button is a feature that packages all your available health records into a single file that you can safely share with doctors, nurses, clinicians, even family members. [Read More](#)

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Features

- Personal Health Record
- VA Appointments and Email Reminders
- Prescription Refills and Delivery Tracking
- Secure Messaging
- Access to data from the VA Electronic Health Record (EHR)
- VA Blue Button Feature
- VA OpenNotes
- VA Health Summary
- Healtheliving Assessment
- Veterans Health Library



Statistics



- 3.6 million registered users
- 2.1 million Premium users (authenticated VA patients)
- 1.8 million VA patients opted in to use Secure Messaging
- 83 million VA prescription refills since August 2005
- 1.4 million unique VA Blue Button feature users
- 448,058 total unique VA Health Summary users (~34,000 per month)

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Patient mediated exchange pilot



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- CCDA (Health Summary) successfully transmitted, received, and added to recipient's EHR at 4 partner community organizations: Iowa (Guttenberg, Cornerstone Family Practice), Kansas (Hutchinson Clinic), Kansas (Hutchinson Regional Medical Center), Minnesota – (Brainerd, Essentia Health)
- Providers and patients supportive of electronic transmission
- Workflow:
 - Used an organizational Direct address for patients to send to
 - Messages processed by IT or HIM staff (not clinicians)
 - Training needed to inform community providers of how to locate information in EHR
 - Once the CCDA was located, the community providers navigated the CCDA easily

VA Open Notes Experience



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Nazi Turvey Klein Hogan Woods 2014 VA OpenNotes Exploring the Experiences of Early Patient Adopters with Access to Clinical Notes JAMIA.pdf - Adobe Acrobat Pro

File Edit View Window Help

Create [Icons] Customize [Icons]

1 / 7 151% Tools Fill & Sign Comment

Journal of the American Medical Informatics Association Advance Access published November 13, 2014
Research and applications

VA OpenNotes: exploring the experiences of early patient adopters with access to clinical notes

Kim M Nazi,¹ Carolyn L Turvey,^{2,3} Dawn M Klein,^{2,3} Timothy P Hogan,^{4,5,6}
Susan S Woods^{7,8}

► Additional material is published online only. To view please visit the journal online (<http://dx.doi.org/10.1136/amiajnl-2014-003144>).

For numbered affiliations see end of article.

Correspondence to
Dr Kim M Nazi, Veterans and Consumers Health Informatics Office, c/o 113 Holland Avenue, Albany, NY 12208, USA; kim.nazi@va.gov

Received 11 July 2014
Revised 8 September 2014
Accepted 6 October 2014

ABSTRACT
Objective To explore the experience of early patient adopters who accessed their clinical notes online using the Blue Button feature of the My HealtheVet portal.
Methods A web-based survey of VA patient portal users from June 22 to September 15, 2013.
Results 33.5% of respondents knew that clinical notes could be viewed, and nearly one in four (23.5%) said that they had viewed their notes at least once. The majority of VA Notes users agreed that accessing their notes will help them to do a better job of taking medications as prescribed (80.1%) and be better prepared for clinic visits (88.6%). Nine out of 10 users agreed that use of visit notes will help them understand their conditions better (91.8%), and better remember the plan for their care

requires that patients be provided with the ability to view, download, and transmit their health data electronically.

Providing patients with easy access to their health information may be a critical step in building a foundation to support patient engagement and empowerment. Enhancing the flow of information between patients and their healthcare providers can help to reduce errors and improve healthcare quality.²⁰ Indeed, patients may also play a crucial role in mediating the exchange of information to support effective care coordination.²¹ Yet, healthcare providers have expressed concerns that patient access to clinical notes, in particular, will lead to confusion or worry, while creating additional work-

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What if...



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Service Separation Page - Internet Explorer

https://www.tricareonline.com/portal/page/portal/Tricar

File Edit View Favorites Tools Help

Your military health care facility is Walter Reed Natl Mil Med Cntr (change)

Your family sponsor is John Scott

Today's Date: Friday, 24 Jun 2016 , Last Login: 13 Jun 2016 @ 1429

Appointments Blue Button Rx Refill Profile

My Profile Change MTF

Preparing for Your Service Separation

Learn about Transition Assistance Program

The Department of Defense (DoD) Transition Assistance Program (TAP) provides information and training to ensure Service members leaving active service are prepared for their next step in life, whether pursuing additional education, finding a job in the public or private sector, or starting their own business.

For more information about TAP, contact your local installation's Transition Assistance Office or to visit the DoD TAP portal, [click here](#).

To view frequently asked questions (FAQs) about Separation History and Physical Exam (SHPE)/Separation Health Assessment (SHA) and filing a VA disability claim, [click here](#).

TRICARE Online (TOL) Helpful information

- To access information about TRICARE claims and other helpful resources in the TOL Resource Center, [click here](#).
- To access your DoD Blue Button information, which will help you complete your Report of Medical History form (DD 2807-1) and your VA claim, if you choose to submit one, [click here](#).
- Please help us improve the Service Separation process. [Click here](#) to provide your feedback.

Step 1. If you are going to file a pre-discharge service disability claim, file early!

If you feel you may have a service-related disability, it is to your advantage to submit a disability compensation claim prior to your discharge. Processing times tend to be much shorter for pre-discharge claims. Once you have your discharge date, you can apply for disability compensation (character of discharge must be under conditions other than dishonorable).

For more information about VA claims, [click here](#).

When possible, the VA will perform your separation exam to support your claim.

Step 2. Make your Separation History and Physical Examination (SHPE) appointment

All separating Service members, to include Reserve and National Guard members who have served a minimum of 180 days of active service, or 30 days in a

Step 3. Complete your Report of Medical History form (DD 2807-1)

Regardless of where your SHPE appointment is going to take place, you need to complete the Report of Medical History form (DD 2807-1) prior to your DoD SHPE or VA appointment.

To access the DD 2807-1 form, [click here](#).

Step 4. Go to your SHPE appointment

Regardless of whether DoD or VA is administering your separation exam, please remember to:

DA into
and

MHS GENESIS: Patient Portal



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Partnership for Defense Health

Dashboard | ERICA SMITH | Sign Out

Health Record

Messaging

View Appointments

Request Appointment

Book Appointment

FAQs

Complete Pre-Visit Questionnaire

View My Immunizations

Complete e-Visit Questionnaire

My Health Knowledge Search

DEPARTMENT OF DEFENSE

MHS GENESIS

PROVIDING THE BEST CARE

ERICA SMITH

Change person

Allergies

Peanuts

Latest Results

Temperature Oral

37 Deg C

May 19, 2016

Respiratory Rate

18 br/min

May 19, 2016

Diastolic Blood Pressure

80 mmHg

May 19, 2016

Systolic Blood Pressure

120 mmHg

May 19, 2016

Respiratory Rate

16 br/min

The Military Health System - MHS GENESIS Patient Portal is a comprehensive web-based service that is comprised of health and engagement tools. With the MHS GENESIS Patient Portal, individuals and families can stay informed, educated, and take a more active role in their health. Whether someone is healthy or sick, it allows people to take control of their health where and how they need it most.

- View lab results within a timely manner
- Review medications list, allergies, immunization and procedures
- View and manage future appointments
- Send and receive secure messages to their care team
- Request medication renewals
- View summaries of their visits


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Cerner Patient Portal



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 Results

 Pathology Results

 Radiology Results

 Reports & Documents


 Clinic Notes

 Future Orders

 Medications

 Immunization History

 Wellness Tools

 Procedures

 Download & Send



CAT ZTEST

Change person

Orthopaedic Clinic Note

Download

Testing to see if unread message banner bar indicator increments for new note

Date Created: May 26, 2016

Ambulatory Patient Education

Download

Date Created: May 17, 2016

Letter to Patient

Download

Date Created: May 12, 2016

Dermatology Clinic Note

Download

testing note notification

Date Created: May 11, 2016

MHS GENESIS: Health & Wellness Portal

Member Information

Username: bjtesting
Full Name: BJ Testing
Email Address: blah@test.com
Cell Phone: 401-533-4540 [Mobile Credentials](#)
Age: 76
Profile Culture: English - United States
Temp Account: N

Messages

[Inbox](#)[Sent](#)[Trash](#)[New Message](#)

Inbox - from bjtesting

Status	Subject	Sent	
	Do I need to see a doctor?	5/3/2016 9:43:01 AM	delete reply

Coaching Conditions

- | | | | | |
|---|--|---|--|--|
| <input type="checkbox"/> Weight Management | <input checked="" type="checkbox"/> Smoking Management | <input type="checkbox"/> Physical Activity Management | <input type="checkbox"/> Chronic Neck Pain | <input type="checkbox"/> Joint Pain |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Stress Management | <input checked="" type="checkbox"/> 80s Power Ballads | <input checked="" type="checkbox"/> Back Pain Management | <input type="checkbox"/> Dog ate trash |
| <input checked="" type="checkbox"/> Sinus Infection | | | | |

Currently Enrolled

Condition	Start Date	End Date		
Weight Management	6/9/2015	4/28/2016		
Smoking Management	7/27/2015	- still enrolled -	Complete	Remove
80s Power Ballads	11/16/2015	- still enrolled -	Complete	Remove
Back Pain Management	1/4/2016	- still enrolled -	Complete	Remove
Dog ate trash	5/21/2015	6/9/2015		
Sinus Infection	4/28/2016	- still enrolled -	Complete	Remove

Session Summary

[Not Set](#)

CHALLENGES

[+ SIGN UP](#)

CAPTAIN CHALLENGE

BJ/LAUREN NUTRITION CHALLENGE

Captain Challenge - Week 1 of 2

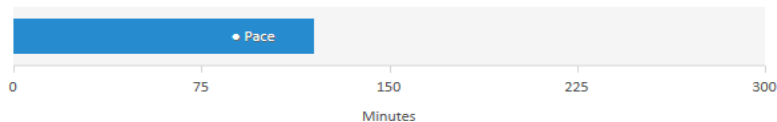
[My Progress](#) [Details](#) [No Tasks](#) [View Challenge](#)

Goal: 150 minutes of exercise a week (300 total) Start: 6/14/16 End: 6/28/16, 11:59:59 PM Days Left: 11 Team: scuba nerds

My Total:
120
Minutes of Exercise

[Log Minutes](#)

My Total



test



Benefits of Merging Patient Engagement Suite of Tools



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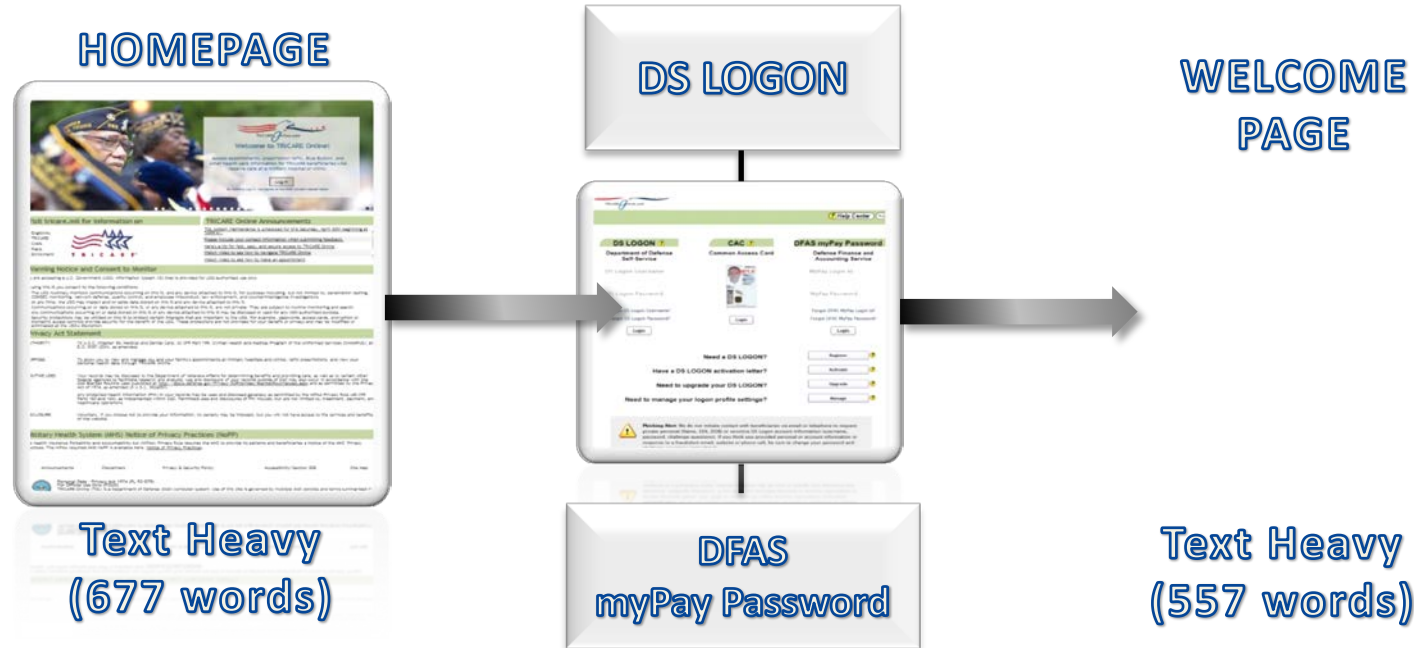
- Current state:
 - Components of patient portal: appointments, RX, records, secure messaging, etc.
 - Disjoined
 - Lacks a portal look and feel
 - Sign on issues
- Interim state:
 - Propose modifications to make a single outreach/communication patient-facing functionality for clear, concise and unified outreach to largest user population – **MHS Patient Portal**
- Future state (2022)
 - Cerner Patient Portal Prepares for transition to modernized EHR functionality

Current TRICARE Online Web Presence



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- Current homepage requires three screens to reach portal



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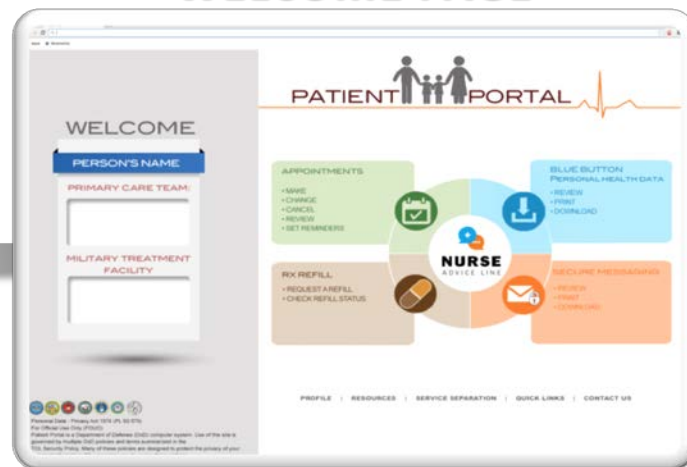
Proposed TRICARE Online Web Presence

- Less wording and clutter
- Self explanatory with cleaner design

HOMEPAGE WITH BUILT IN LOG IN



WELCOME PAGE



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Next Steps



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- One brand for all tools
- Building the new look, feel, and style of web presence
- Develop outreach plan
- Streamlined access to system
 - Move towards single sign-on
 - New SM Contract supports DMDC login

Key Takeaways



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- The MHS patient portal is in transition
 - Efforts are underway to improve the patient experience
 - A common portal with linkage to all available tools is planned
- There is no enterprise MHS Personal Health Record now
 - The MiCare PHR systems will transition
 - The Relay Health PHR will transition
 - The MHS GENESIS Patient Portal does not yet have a true PHR
- The Patient Experience Work Group will represent the functional community in strategy development

Panel: Getting from here to there



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- Dr. Terry Newton, Army PEWG member, TSWAG leader
- Dr. Kim Nazi, VHA's Office of Connected Care
- Mr. Jim Copeland, TOL Program Office
- Mr. Richard Barnhill, WRMC CMIO's Office

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Questions?



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Evaluations



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Please complete your evaluations

Contact Information



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COL John Scott
Program Director, Clinical Informatics Policy,
Health Services Policy and Oversight
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(Health Affairs)

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